



Last Updated: 03/09/2022

## Notification of the Implementation of KePRO's New Provider Portal System & Web- Ex Sessions – Effective Monday, October 31, 2011

The purpose of this memorandum is to notify providers and case managers who submit service authorization requests to KePRO, DMAS' Service Authorization Contractor, that the iEXCHANGE™ system will no longer be available to providers, effective 5:00 p.m., October 28, 2011. Providers must begin utilizing KePRO's *new* Provider Portal effective Monday, October 31, 2011 at 6:00 a.m.

Providers will be able to submit Service Authorization requests via the current iEXCHANGE™ system through 5:00 p.m. on Friday October 28, 2011. KePRO's fax system and phone messaging will remain active for providers to submit Service Authorization requests during that transition weekend. The new Provider Portal will be operational on Monday, October 31, 2011 at 6:00 a.m.

KePRO is making this transition to their own Provider Portal so that changes may be made to their system more easily when DMAS program changes occur. Since KePRO owns the system, their internal IT staff can make these necessary changes that will facilitate easier submission by providers. There will be more specific prompts and edits related to specific programs in the new system. DMAS-related information from the iEXCHANGE™ system will be transferred into KePRO's new Provider Portal prior to October 31, 2011.

The registration process for providers is vastly simpler and quicker than with iEXCHANGE™ and happens immediately on-line. For *existing* providers currently registered with iEXCHANGE™, users will need to choose a new password for KePRO's new Provider Portal. More specific details about migration of iEXCHANGE™ user accounts will be forthcoming in the trainings.

All inquiries related to the transition from iEXCHANGE™ to KePRO's new Provider Portal



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must be directed to KePRO. Providers may call:

1-888-827-2884

of-state or long distance

804-622-8900

Richmond areas, out-

Richmond local

## **Who Should Attend KePRO Training:**

If you are currently submitting requests to KePRO for services by any method (fax, phone, web portal, or mail), then you should attend the training. Training dates and locations are in the chart below. The

training sessions will be performed live at various venues identified in this memo, and through Web-Ex presentations. Registration will be performed by DMAS and will use the WebEx system for the live on- site registration process. Online Medicaid training registration can be accessed at <http://dmasva.dmas.virginia.gov/default.aspx>. Capacity is limited, so register to secure your space today. For additional information, please go to the DMAS website and click on *Upcoming Training Events* on the right side menu.

There will be two sessions per day.

**Morning sessions** are for providers utilizing the following service types:

**0400** - Inpatient Acute  
Inpatient Psychiatric

**0401** -

**0903** - EPSDT Inpatient Psychiatric

**0200** - Intensive Rehab

**0750/0751** - CSA and Non-CSA Residential Treatment

**0752/0753** - Group Home Level A & B

**Afternoon sessions** are for providers utilizing the following service types:



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**0050** - Outpatient Psychiatric

**0051** - Substance Abuse

**0092** - Orthotics (EPSDT)

**0096** - EPSDT Substance Abuse

**0100** - DME

**0204** - Outpatient Rehab

**0450/0451/0452** - MRI/CAT/PET

**0500** - Home Health

**0625** - Elderly Case Management

**0650** - Community Mental Health

**0900** - EDCD Waiver

**0902** -

DD Waiver **0909** - Money Follows the  
Person

**0920** - AIDS Waiver

**0960** - Tech Waiver

## Live On-Site Training

Date	Session - I	Session - II	Location
October 4, 2011	Registration 9:00 AM Training 9:30 AM-12:30 PM	Registration 12:30 PM Training 1:00 PM - 4:00 PM	VA Beach Central Library Auditorium 4100 Virginia Beach Blvd. VA Beach, VA 23452
October 6, 2011	Registration 9:00 AM Training 9:30 AM-12:30 PM	Registration 12:30 PM Training 1:00 PM - 4:00 PM	Fairfax Government Ctr. Board Room Auditorium 12000 Government Center Pkwy. Fairfax, VA 22035
October 12, 2011	Registration 9:00 AM Training 9:30 AM-12:30 PM	Registration 12:30 PM Training 1:00 PM - 4:00 PM	Cultural Arts Center At Glen Allen Cardinal Ballroom 2880 Mountain Road Glen Allen, VA 23060



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October 20, 2011	Registration 9:00 AM Training 9:30 AM-12:30 PM	Registration 12:30 PM Training 1:00 PM - 4:00 PM	VA Highlands Community College LRC Auditorium - Bldg. 605 1 VHCC Way Abingdon, VA 24212
October 21, 2011	Registration 9:00 AM Training 9:30 AM-12:30 PM	Registration 12:30 PM Training 1:00 PM - 4:00 PM	VA Western Community College Whitman Auditorium 3099 Colonial Ave, SW Roanoke, VA 24038

## KePRO WebEx Training

Additional information regarding the KePRO WebEx sessions will be available on the KePRO website: <http://dmas.kepro.com/> To attend a scheduled web based training:

**Go to the KePRO website, <https://dmas.kepro.com>**, click on the *Training* tab and you will see the *Scheduled Training Live and Recorded* link. This will take you to the live and recorded sessions.

## KePRO WebEx Training

**Session I:** 9:30 a.m. — 12:30 p.m.  
4:00 p.m.

**Session II:** 1:00 p.m. —

WebEx	Session I	Session II
WebEx - 1	Monday, October 3, 2011	Monday, October 3, 2011
WebEx - 2	Monday, October 10, 2011	Monday, October 10, 2011
WebEx - 3	Tuesday, October 18, 2011	Tuesday, October 18, 2011
WebEx - 4	Monday, October 24, 2011	Monday, October 24, 2011
WebEx - 5	Wednesday, October 26, 2011	Wednesday, October 26, 2011



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Registration is not required to attend KePRO's live web presentations, but space is limited to 100 attendees. All recorded trainings will be available to view at your convenience at any time.

<b><u>KePRO Contact Information</u></b>	<b><u>DMAS Contact Information</u></b>
<b>E-Mail:</b> <a href="mailto:ProviderIssues@kepro.com">ProviderIssues@kepro.com</a>	<b>E-Mail:</b> <a href="mailto:PAUR06@dmas.virginia.gov">PAUR06@dmas.virginia.gov</a>
<b>Customer Service Assistance:</b>	<b>PAUR Unit Phone:</b> 804-225-3536
<b>Toll Free</b> 1-888-VAPAUTH (1-888-827-2884)	<b>DMAS Provider Helpline:</b>
<b>Local Phone:</b> (804) 622-8900	800-552-8627 (in-state long distance)
<a href="http://dmas.kepro.com/">http://dmas.kepro.com/</a>	804-786-6273 (local and out-of-state)
	<a href="http://www.dmas.virginia.gov">www.dmas.virginia.gov</a>

### **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices.

Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal, effective October 31, 2011 at <http://dmas.kepro.org/>.

### **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)



Department of Medical Assistance Services  
600 East Broad Street  
Suite 1300  
Richmond, VA 23219

<https://dmas.virginia.gov>

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Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.